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Artificial Intelligence - Driven Optimization of Employee Onboarding an Empirical Study at Softgel Healthcare Pvt Ltd

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Abstract

Onboarding of new employees is the first step towards their success in an organization and encourages them to assimilate into their new job, company culture and organization. The movement towards the use of Artificial Intelligence (AI) to improve onboarding has grown dramatically in the recent past. The purpose of this research paper is to explore how the use of AI can optimize the employee onboarding process at Softgel Healthcare Pvt. Ltd. The study will investigate and demonstrate how the integration of technology (Digital tools, automated systems, and Data-driven insights) can enhance the onboarding experience for new employees and improve the overall efficiency of the organization. The research methodology used to collect data for this study was through the use of employee opinions through structured questionnaires and employee feedback. The data collected was analyzed to ascertain the benefits of AI-enabled systems for functions associated with the onboarding experience, including Document Management, Training Guidance, Communication and Performance Tracking. The outcome of this study indicates that by using AI-driven solutions for employee onboarding functions, organizations can achieve measurable gains in the speed, accuracy and consistency of onboarding activities. Many employees feel that their onboarding experience has been improved by combining the use of AI-related technology with better communication, overall personalized learning assistance and a more fluid transition into the workplace.

Additionally, Human Resource departments have experienced increased efficiencies as a result of AI technology and use of more efficient data management and decision-making processes.

I. INTRODUCTION

Employee onboarding is one of human resource management's most important processes because it is used to help new employees adjust to their new working environment, understand what is expected from them according to their organization's policies and procedures, and become a productive part of the organization's workforce. A successful employee onboarding process will support higher levels of engagement, enhance job satisfaction for the employee, and ultimately help to reduce turnover in the early stages of an employee's job. In recent years, there has also been an increased reliance on advanced technology by companies that use human resources in all aspects to improve their efficiency and effectiveness. Artificial Intelligence (AI) is one of the technological advances that has changed how an organization uses all aspects of its human resource processes, including recruitment, training, and employee onboarding. Companies today are beginning to utilize tools powered by AI to automate repetitive tasks, provide tailored guidance to new employees, and facilitate improved communication between human resources and their new employees. The healthcare and pharmaceuticals industries are experiencing rapid changes, and organizations that operate in these industries are required to easily integrate employees into their jobs quickly. Like many other growing companies, Softgel Healthcare Pvt. Ltd. needs an efficient system of onboarding that will allow them to support employees at the start of their careers with the organization. The traditional methods of onboarding require manual/document-based processes, prolonged administrative processes, and little interaction between human resources and the new employee; these barriers can potentially cause delays, confusions, and reduced employee engagement in the new employee's early stages of employment.

As artificial intelligence (AI) becomes more popular and widely used, businesses have an opportunity to change how they onboard new employees. AI solutions will enable companies to automate the verification of documents, give virtual support, monitor new employees' progress, and provide tailored training content. By integrating AI into existing onboarding processes, businesses will reduce cumbersome administrative tasks and create an improved experience for new employees. The objective of this research project is to discover how AI technologies will positively impact the onboarding process at Softgel Healthcare Pvt Ltd., enhancing productivity in the company. Many companies continue to use outdated manual methods for onboarding employees despite recognizing the value

of the onboarding process. Many of these companies will not fully support their new employees through the onboarding process in terms of timeliness, accurate and clear communication, and a consistent level of training. As a result, at times, employees are not clear on what their responsibilities are beginning after getting hired. Softgel Healthcare Pvt Ltd has the same responsibility that all other companies have, to provide efficient and structured support to their new employees through the onboarding process. Though there are reasons for integrating AI into the onboarding process, it remains for attention to be focused on how AI can improve timeliness and level of support to new employees. Goals of the Investigation The main goal of this study is to determine how AI can enhance the employee on-boarding procedure at Softgel Healthcare Pvt Ltd. The study will examine how AI can be utilized to improve the efficiency of on-boarding processes and increase employee engagement through the use of AI tools. Another goal of the study is to investigate how AI support HR departments with their day-to- day administrative tasks. This includes automating routine activities, managing employee records, and establishing organized procedures for providing assistance to employees during the on-boarding process. In addition, the study will evaluate the extent to which employees are satisfied with their experiences of on-boarding through the use of AI. Finally, the study will examine how AI-driven technology can help employees acclimatize more quickly and easily, that AI-driven technology enables employees to learn more effectively during their on-board experience, and that AI-driven technology will improve communication between employees and their managers. Importance of the Research This is an important area of study because it emphasizes the rising importance of technology in HRM, specifically in the Employee Onboarding Process. As HRM departments and organizations continue to adopt digital transformation strategies, AI-based technologies have an essential role to play in enhancing management practices and improving the experiences of employees. The information obtained through this research may provide useful information for HR practitioners and business leaders who are attempting to enhance their on-boarding practices through the use of emerging technologies. Organizations and their respective on-boarding processes can become more effective by identifying the positives and negatives of an AI-based on-boarding process.

A Conceptual Background or a Theory Concept

With the continued growth of technology, especially in Human Resources, all hat could be stated using the following words trues, behavoirites, people be incorporated into, churches, other organizations etc., this all applies without mentioning that companies should make operation processes or departments from

Statutes, or Companies Act, of Jurisdictions in determining an employee's first day of work by the organisation and also creating a system to allow staff members to log in or log out/leave the workplace due to absence or reasons beyond the organisation as well as the performance of an employee is being continually Improved. The conceptual; knowledge of how to effectively utilise AI will be able to aid and enhance on-boarding; an overall benefit to internal and external organisational outcomes. On- boarding is the formal introduction of newly employed individuals to the organisational culture & values, policies & procedures, job description & responsibilities and the working environment. On-boarding program(s) enhance a new employee's ability to quickly adjust; feel confident in their newly assigned job title; develop their connection to the organisation and his/her colleagues. The traditional on-boarding process consists primarily of employee documentation and administrative processes; being time consuming and with limited support provided to new employees. The limitations in what support is available to new employees may h ave resulted in on-boarding programs not working as intended. The study's theoretical framework is based on the premise that AI tools used to onboard employees are a significant driver of employee experience, learning efficiency, and overall organizational performance. Theoretical assumptions regarding how AI can enhance onboarding revolve around AI's ability to support an open line of communication, lower the administrative burden associated with onboarding, and increase employee engagement. When an employee is properly oriented with clear expectations and provides personalized support throughout the onboarding process, the employee is better positioned to understand the job they will assume within the organization and be able to perform successfully in that role. Several variables contribute to the construct of effective employee onboarding. The independent variable for this study is AI tools, which represent the technologies used to facilitate and automate employee onboarding processes. Employee effectiveness during onboarding is the mediating variable, which indicates how effectively an employee integrates into the organization. The dependent variables for this study on onboarding effectiveness are employee satisfaction, employee learning adaptation, and overall productivity of the organization. AI technologies have the ability to positively influence these three variables by improving the overall employee onboarding experience.

Key Concepts and Constructs

Several key concepts are the basis of this study. The understanding of the concepts and constructs involved in this study will help to provide the foundation for how AI can reshape and transform the onboarding process for your organization.

Artificial Intelligence (AI) plays an important role in Human Resource Management, utilizing intelligent computing systems to assist with the functionality within Human Resource processes, such as data analysis, automation, decision-making support and communication.AI can also enhance Employee Onboarding by assisting with the automation of documents, scheduling training, answering employee questions via chatbots, as well as tracking how new employees progress through the stage of becoming part of the company. Employee Onboarding Process(s) are the procedures implemented to assist newly hired employees in familiarizing themselves with the organization and the position they hold within the organization. Employee Onboarding processes generally include orientation programs, training sessions, policy orientation and interaction with co-workers. Proper onboarding can increase employee engagement and decrease the time needed for employees to become effective. Onboarding Optimization is the process used to increase the effectiveness and efficiency of the onboarding activities through the use of technology and systematic processes. Onboarding Optimization through the use of AI aims to eliminate delays in onboarding and improve the flow of information and provide personalized support to newly hired employees in the first three months of their employment. Employee Engagement and Employee Experience are key constructs within this study. When employees experience positive onboarding, they feel appreciated and supported, resulting in increased commitment to their organization. AI platforms can enhance an employee's experience by providing easy access to information and opportunities for interaction and learning. Organizations can benefit from better onboarding systems in various ways. These include but are not limited to: improved employee performance, enhanced communication, lower turnover rates, and greater efficiency within the human resources department (HR).

Managerial & Theoretical Implications This study provides valuable information to organizational managers and academic researchers. For a manager's perspective, integrating Artificial Intelligence (AI) into HR methods will help increase the effectiveness of the employee onboarding programs by implementing AI into the onboarding process an organization can reduce the administrative workload from onboarding an employee and speeding up the documentation required, while also providing timely assistance to new employees. Using an AI-based platform, managers will have a means of tracking employee progress,

identifying the needs for training, and working with employees to ensuring that they receive the appropriate information and resources during the early stages of joining an organization (onboarding).AI will also enhance the communication between employees and HR personnel through the use of virtual assistants and automated systems. Providing employees access to information at any time via these technologies will reduce confusion and lead to a better overall onboarding experience. Finally, managers can use data obtained through AI systems to determine the success of their organization's onboarding program and to identify areas for improvement. From a theoretical standpoint, this research contributes to the increasing body of literature that discusses the role of AI in an organization and the use of AI-based systems. This article explores how AI technologies are changing the HR industry and improving the introduction of new employees into organizations, thereby affecting the performance of the entire organization. It also offers a conceptual framework that future researchers can use for their research into similar topics in different types of organizations and industries. Practical Relevance Organizations can improve their onboarding systems by using modern technologies. There is a need for effective onboarding systems and processes in healthcare and pharmaceuticals, where employees need to understand complex procedures and comply with regulators as quickly as possible. AI tools can be used to provide structured training modules, automated document processing, and real-time support for new employees.

Organizations like Softgel Healthcare can benefit from implementing AI-based onboarding systems to create an efficient and engaging onboarding experience. New employees will receive timely information, personalized training assistance and ongoing support during their first few months on the job. This has a positive effect on employee satisfaction and can positively impact productivity and the overall performance of the organization. The theoretical basis and the conceptual framework developed for this research indicate that AI has the potential to convert traditional onboarding methods into more efficient, data-driven, and employee-friendly processes. Organizations can integrate AI technologies into their HR function; therefore, creating a business with a high-performing, capable and engaged workforce.

Reviewing the Literature

Researchers have recently focused on how the use of AI in HRM (Human Resource Management) is becoming very important. Several studies have looked into how new AI technologies can impact different functions in managing people. This literature review intends to summarize previous research on AI onboarding and provide a summary of the key findings from previous studies to demonstrate

the need for this study. The Literature Related to Past Research Several studies exist that discuss key themes around the increasing importance of AI for improving different aspects of HR management. One systematic literature review performed by HR analytics researchers indicates that the increasing use of AI technology is to improve efficiency and provide data-driven decision-making across prehiring processes (recruitment), employee development, and employee performance management. There are several peer-reviewed studies published between 2018-2025 that support this finding and suggest that AI will provide organizations with the tools necessary to automate administrative tasks associated with HR management through employee data analysis and providing personalized learning experiences for each employee. Another study specifically relates to the onboarding process used by organizations. Organizations can automate the documentation process associated with onboarding employees and provide employees with assistance in completing their company orientation tasks by utilizing AI- driven systems. Streamlining these activities provides organizations with the ability to improve employee engagement during the onboarding process.
Several researchers have also looked into the use of generative AI for onboarding employees and training employees; and they found that generative AI allows for individualized learning paths to be established, supports scalable onboarding processes, and delivers real-time assistance to employees in their understanding of job duties, and transitions into the company culture.Other studies corroborate these findings and suggest that HR professionals can utilize AI to limit time spent doing repetitive manual work, thus allowing them to devote more time to strategic work. AI allows organizations to automate the onboarding processes of new employees, such as verifying documents, setting up access to systems and recording employee information; which can help organizations reduce the burden of administrative tasks and improve operational efficiency.Another area of study has been the use of AI for transforming the future of HR practices. Scholars have noted that AI provides the ability to improve employee experiences by providing personalized and predictive support. These types of systems enable HR to analyze employee data and predict new hires' needs before they begin working, which results in higher levels of engagement and satisfaction amongst new employees. Studies on HR transformation show that AI will support talent management by providing better processes for recruiting, onboarding and retaining employees. AI-based tools also help organizations create and monitor new employees, track progress in their learning and increase productive output from employees.

The body of published research shows that using AI for onboarding a new employee has many benefits like making the process more efficient, personalizing it to the needs of each person, and creating more opportunities for

engagement between new hires & their teams. In contrast, authors discuss that balancing AI with human input is key to providing a good new hire experience.

Research Gaps

While there are many essays, dissertations, and articles that have researched the use of AI in HR management as it relates to things like recruiting, performance management, analytics, etc., there are still gaps in the research. The majority of studies have looked at AI's general application to various HR functions, while very few have specifically researched how AI can maximize new hire optimization through the onboarding experience. Additionally, most studies provide explanations on AI's use in HR through theory and conceptual frameworks; however, researchers need additional empirical data collected from employees or HR professionals to fully understand how companies use AI to improve their new employee onboarding experience. Finally, the majority of work examining AI's role in onboarding is focused on either large global organisations or technology companies with very little research being conducted on how AI can be leveraged to enhance new hire onboarding within other more specialised sectors (e.g. Healthcare, Pharma) where onboarding processes may include training or compliance needs.

Current studies investigating the application of artificial intelligence (AI)-based systems indicate that organizations using these type of technological systems increase the efficiency of their HRM processes and overall organizational performance (i.e., employee productivity, quality and number of employees, employee engagement, etc.). However, there is little existing research investigating how and to what extent AI-based employee onboarding systems have an impact on the Indian organizational environment. Organizations located in developing countries often have a diverse set of technological, cultural and operational challenges to consider prior to implementing AI-based HRM systems. In response to the above noted deficiencies in the existing literature, the purpose of this study is to conduct an empirical study of the AI-based employee onboarding process of Softgel Healthcare Pvt. Ltd. This research will analyze how AI technology impacts the overall efficiency of the process of onboarding new employees; employee engagement with their new employer; and/or the overall productivity of the firm. Sample references for this research paper are as follows (Murugesan, U. (2023), A study of the impact of artificial intelligence on human resources, Science Direct; Madanchian, M. (2024), AI tools for human resource management from recruitment to retention;
Parasa, S.K. (2022), The impact of artificial intelligence on HR transformation through employee onboarding;

Bernard Marr (2023), AI-enabled employee onboarding as a new era of HR practices in Forbes;
Thakur, R. (2025), The impact of artificial intelligence on HR processes, ACR Journal; Nosratabadi, S. et al. (2022), The use of artificial intelligence models in employee lifecycle management: a systematic literature review)

Research Methodology

The research methodology provides a general framework on how to conduct research and achieve the stated objectives. It includes details of all the steps needed to collect, analyze and interpret the data for the study. This methodology provides a structured and reliable approach to conducting the study and ensures that there are no discrepancies when collecting the data.In this study, the research methodology is focused on how Artificial Intelligence can assist in the optimization of employee onboarding at Softgel Healthcare Pvt Ltd.

Research Design

The overall plan that will aid in guiding the research process will also be outlined in the Research Design section. A descriptive research design has been developed for this study since the purpose of the study is to analyze and describe the role of Artificial Intelligence in enhancing the employee onboarding process.

The Descriptive Research Design will allow the researcher to collect data about employee experiences, opinions and perceptions regarding AI-assisted onboarding systems. Additionally, it will facilitate the identification of trends, challenges and opportunities related to the onboarding process. It will help the researcher systematically evaluate AI technology's contributions to efficiency, employee engagement and overall improvement of the organization. The primary focus of the design is the same as described earlier.

Sample Size and Sampling Techniques

The sample size is how many individuals participated in the study out of a population. In this research study, the population will be employees of Softgel Healthcare Pvt. Ltd. who have participated in the onboarding process will be the target population. The total number of respondents will be 50 in order to collect sufficient information for all of the objectives of the research regarding onboarding experiences of employees, and the effectiveness of onboarding participants through the use of an artificial intelligence system.

The selection criteria for the respondent sample will be convenience sampling. Convenience sampling is a method of selecting respondents from a particular population when there are not enough individuals in the overall population who are available or willing to participate in research. Therefore, convenience sampling is appropriate for this research project because it allows the

researcher to have immediate access to employees in the organization who have recently been recruited to the company and have related knowledge base specific to the onboarding process. In addition, although the sample is relatively small, it will still allow for the collection of useful data to understand employee perceptions and experiences about the usefulness of AI systems for onboarding purposes.

Data Collection Methods

The data collected during this research is necessary for analysis and will be collected through primary and secondary data sources. Elicit primary data directly from employees through surveys/questionnaires. The surveys and questionnaires generally contain multiple choice and likert scales describing the onboarding process, employee experience, communication, training support, and the use of technology to support the onboarding experience. The employee responses can help the researcher understand the opinion and level of satisfaction employees have with the organization's onboarding process.

Secondary data is collected from a variety of sources including academic journals, research articles/books, company reports, and online sources that relate to Artificial Intelligence and Human Resources Management. This data is essential in providing theoretical support and background information in order to understand the broader implications of AI-related Human Resources practices.

Tools Used to Analyze Data.

Once the data is collected the researcher will use a variety of different analytical tools to interpret the data and present the findings in a meaningful way. This research study will be using descriptive statistics to analyze the data collected from the surveys/questionnaires.In order to summarize participant responses there are several different tools used by the researcher. Percentages can be used to identify the percentage of participants who shared similar opinions regarding the use of Artificial Intelligence (AI) in the onboarding practices. Tables are used to organize the data in a systematic manner. Finally, charts and graphs are created to present the findings in a way that is easy to understand. This study results from examination of what's how well developed AI technology help support both the new hires [ONBOARDING] and the daily work experience of employees at Softgel Healthcare Pvt., Ltd.The research method allows us to have a pathway to demonstrate the value of existing AI-driven onboarding and provide rationale for organizations to implement advanced technologies within their organizations to improve human resource processes.

The conceptual framework of this research study describes how AI technologies will enhance the overall success of employee onboarding in organizations and how AI technologies impact the accomplishment of

organizational goals. The framework depicts the primary variables involved in this study and demonstrates their interrelationships. This conceptual framework posits that the use of AI technologies within HR functions will have a significant positive effect on employee onboarding effectiveness, will improve employee experiences during the onboarding process, and will yield positive results for organizations.The independent variable in this study is AI-driven onboarding systems. AI-driven onboarding systems consist of various technologies and digital platforms used to facilitate and execute onboarding processes. These AI-driven onboarding systems include automated documentation systems, chatbots, virtual onboarding assistants, learning management systems, and data-driven HR systems.

The mediating variable in this research study is employee onboarding effectiveness, which describes the effect of AI-driven onboarding systems on employee onboarding processes. Effective onboarding experiences produce organizations by ensuring that new employees understand their job expectations clearly, receive appropriate training to succeed in their jobs and successfully integrate into their organizations. Dependent variables in this research study are employee satisfaction, faster role adaptation, and increased productivity for the organization; these variables describe the outcomes of successful employee onboarding. When employees participate in effective onboarding processes supported by technology solutions, they are more likely to feel confident in performing their jobs and contributing positively to their organizations.

This models shows how Artificial Intelligence based technologies influence employees' onboarding success or failure. The independent variable of AI onboarding tools drives how companies conduct employee onboarding activities. For example, Organizations can automate low-level repetitive tasks, create better communication flows with users and provide structured learning resources for new employees. Furthermore, by automating and organizing these activities (document signing, explaining policies and procedures, training modules, and communicating with HR department), new employees will go through the onboarding process much more easily.By having a greater level of effectiveness in onboarding activities done through AI tools will lead to employees being more likely to understand what their specific job responsibilities are, that they have received sufficient training, and they have become more comfortable in their new environment. As the level of effectiveness increases so tends to the level of Satisfaction and Engagement of the new employee, resulting in an easier transition to their new position with more confidence to perform their assigned duties. The end result of all these variable consequences is improvements for the organization (higher productivity from employees, lower employee turnover, and better efficiency of human resource operations).

Theoretical Considerations and Logical Justifications

There are various theoretical perspectives pertaining to Human Resource Management and Organizational Behaviour that support the Conceptual Framework. One of these relevant theories to this research is Technology Acceptance Theory, which addresses how employees use and engage with technology in the workplace. According to Technology Acceptance Theory, employees with perceptions of technology being useful and easy to use will be more inclined to accept and utilize the technology. AI-based Onboarding systems facilitate employee access to information and training resources in a convenient manner, thereby contributing to employee acceptance and engagement.

A second perspective is Human Capital Theory, which posits that improved organisational performance can be attributed to the development and training of employees. Onboarding processes provide employees with knowledge and skills to effectively complete their job functions. Within the context of onboarding, AI technologies can facilitate the accumulation of this pertinent knowledge and skills through the delivery of personalized training and learning opportunities. Furthermore, the Socialization Theory of Organisations provides a viewpoint on how new employees adapt to the culture and work environment of an organisation. Onboarding processes are instrumental in building employees' understanding of expectations within the workplace, building relationships, and integrating into the organisation. AI-based systems can augment the socialisation process by providing structured guidance and ongoing support for employees in the early stages of employment From a logical standpoint, Organisations that utilise.

Hypotheses/Propositions:

The hypotheses or propositions found in research studies delineate the expected relationships between variables derived from prior research and/or theory. The hypotheses and propositions serve as a foundation for the research study, guiding the researcher in determining whether relationships exist among the concepts under examination. In this study, the propositions are based on the influence of Artificial Intelligence driven technologies on the employee on-boarding process and organizational outcomes in a healthcare environment at Softgel Healthcare Pvt. Ltd. The propositions used in this study draw upon the conclusions from previous studies related to Human Resource Management, Technology Acceptance Theory, Human Capital Theory, and Organizational Socialization Theory. Existing research indicate that AI technologies have been used to automate several administrative functions, improve communications, and enhance the learning process for employees participating in an on-boarding

experience. The following propositions will guide the empirical investigation of our research.

Proposition 1: AI-based technologies have a positive impact on the efficiency of an organization's employee on-boarding process. The use of AI technologies can be used to automate multiple on-boarding tasks including but not limited to document verification, employee registration, information dissemination, training coordination, etc. Based on prior research on the digital transformation of HR, use of AI based systems reduces manual labor and improves efficiency when performing administrative functions. By automating the on- boarding tasks, organizations can less the amount of time lag between completing on- boarding tasks and allow employees access to the resources needed.

Proposition 2: AI-supported onboardings improve the overall onboarding experience for newly hired employees. The onboarding experience is an essential element of developing how employees perceive their organization. Research related to employee engagement supports that good quality onboarding increases the likelihood that employees will feel welcomed to the company, supported during their transition to their position, and confident in their ability to perform successfully within their new role. AI-based onboarding systems such as chatbots, virtual assistants, and digital learning systems provide a means to guide newly hired employees in the moment and give them swift access to required information. These resources help clarify questions, aid in understanding company policy, and assist in the completion of all onboarding-related tasks. Consequently, it is proposed that AI-based onboarding systems will positively influence the overall onboarding experience for newly hired employees.

Proposition 3: Effective AI-driven onboarding enhances learning for employees and their ability to adapt to their roles. Onboarding is primarily designed to assist employees in understanding their responsibilities and performing effectively in their assigned roles. Human Capital Theory suggests that employee training and development positively influences the overall success of an organization. AI-based training systems can provide customized learning tools; interactive training modules; and progress tracking systems to employees. Each of these functions assists employees in progressing through their training at their own pace and creates clarity with regard to the expectations associated with their respective positions. Therefore, employing AI-based onboarding systems is expected to improve the learning experience for employees and speed the adaptation of employees to their roles.

Proposition 4: More employee satisfaction and employee engagement correlate to successful on-boarding experiences. According to socialization theory, through the provision of structured on-boarding experiences new employees feel a

greater degree of comfort and belonging to the organization. New employees develop positive views of the organization by receiving proper guidance, training and support during their initial employment period. By integrating artificial intelligence (AI) tools and technology into the onboarding process, new employees will have consistent access to the information needed during their transition process to becoming part of the organization, thus creating enhanced employee satisfaction and engagement as a result of improved onboarding processes by way of AI tools and technologies.

Proposition 5: AI-based on-boarding will lead to positive outcomes for organization performance. Proposition five examines how AI-augmented onboarding initiatives will impact the overall performance outcomes for the organization. An effective and efficient onboarding process will allow new employees to adapt quickly to their new jobs and result in greater overall productivity and performance of the organization. The use of technology will enable human resource (HR) departments to more effectively manage employee data, monitor the progress of employees during onboarding, and make data-driven decisions. As a result, organizations can improve the productivity of their employees through improved congruence with existing organizational capital; thus providing organizations with substantive benefits through AI-augmented onboarding and continued improvements in performance.

Conclusion of Suggested Hypotheses

As the result of the systematic review of published materials and leading theories, the proposed hypotheses for this study include:

1. Employee onboarding will be improved in efficiency via Artificial Intelligence (AI)-driven technologies;
2. The onboarding experience for new hires will be positively affected by AI-driven onboarding systems;
3. New employees' learning and adapting to their roles will be positively impacted through AI-supported onboarding;
4. Newly hired employees' satisfaction and engagement levels will increase due to effective onboarding
5. An organization will experience increased productivity and performance as a result of using AI-driven onboarding systems.

Discussion

The research project's objective is to comprehend how Artificial Intelligence (AI) technologies can improve the onboarding activities of new employees and ultimately provide a positive influence on the organization of

Softgel Healthcare Pvt. Ltd. The study provides a conceptual framework to demonstrate how the different parts of AI-driven onboarding (AI technology) (onboarding processes) (onboarding effectiveness) (how new employee experiences with onboarding) and ultimately (how onboarding contributes to overall organizational performance) are interrelated. The discussion section provides an interpretation of these conceptual relationships as well as an explanation of how the implementation of AI technologies will affect HR (Human Resources) practices and employee outcomes. Integrating artificial intelligence into onboarding processes represents a major transformation of HR practices from traditional HR-based (human resources) to HR technology. Traditionally, onboarding in most companies has consisted of manual and labor- intensive processes involving a large amount of paper, repeated administrative work, and reduced frequency of contact between the HR department and new employees. As a result of these traditional systems, Organisations frequently experience delays, ambiguity regarding job descriptions, and lack of engagement from the new employee. Conversely, AI-driven onboarding systems offer a variety of streamlined activities and processes that can enhance the overall experience of the new employee and the organisation.

Understanding the Conceptual According to the postulated conceptual model in this research, AI technology utilized for onboarding will be the primary catalyst for optimizing the company's onboarding process—by AI technologies such as automated document processing systems, AI chatbots, digital training platforms, and human resource analytics software. By utilizing AI technology, an organization can streamline its onboarding processes and decrease the amount of administrative work for their HR professionals managing the onboarding process. The correlation between AI technologies and onboarding effectiveness is critical. When an organization utilizes intelligent systems to manage onboarding processes, employees are provided with timely access to information, organized training materials, and automated assistance during the onborading phase. Through this, onboarding processes become significantly more streamlined and consistent. Therefore, employees gain clarity of their role within the organization and develop an understanding of the organization's policies and workplace expectations.The conceptual framework further suggests that onboarding effectiveness serves as a mediator between AI technology and employee outcomes. In other words, when an organization's onboarding processes are well organized and supported by digital systems, employees will typically report higher levels of satisfaction and engagement in their job duties, feel more confident performing their job duties, and adjust to their new workplace sooner.

The evidence in this model also indicates that when employees have positive experiences integrating into an organization at the beginning of their employment, these employees will tend to be committed to the organization long term and contribute to its success. Positive employee experience correlates with positive organizational outcomes such as improved communication, productivity increases, and improved employee retention.To provide insight for managers and HR professionals, this conceptual paper offers some implications for their use of technology and AI in improving the efficiency of their onboarding.One key implication is for organizations to implement AI technology into HR processes such as onboarding, where staffing duties can be supported by the use of AI or technology to assist in completing repetitive tasks such as verifying employee documents, managing employee data, and scheduling employee training. These uses of AI allow HR staff to shift more of their focus toward more strategic support of employee engagement and business development.

In addition, AI or technology could assist in providing managers with the ability to track how well new employees complete their onboarding process. When HR professionals use digital platform-generated data to analyze new hire progress, HR will be able to identify and help new employees who may face challenges within their onboarding processes, which supports an organization in the continuous improvement of its onboarding process. It is important to note that in addition to integration of technology to enhance efficiency in employee onboarding, managers must ensure they maintain a balance between creating an efficient onboarding process using technology and supporting new employees through a human, and thus, more supportive process.

Theoretical Implications

The theoretical implications of this study extend the current literature on Artificial Intelligence in Human Resource Management. The conceptual framework combines knowledge from a variety of theoretical perspectives such as Technology Acceptance Theory, Human Capital Theory, and Organizational Socialization Theory.According to Technology Acceptance Theory, an employee is more likely to utilize technology when it is perceived to be useful and easy to use. An AI-based onboarding tool can provide useful and accessible information, provide automated assistance for completing tasks, and supply employee- specific training resources, which may increase the employee's willingness to utilize the technology.According to Human Capital Theory, investing in training and development for an employee can help increase the productivity of the organization. Providing an employee with an effective onboarding process that incorporates AI technology can help them obtain the knowledge and skills

necessary to complete their jobs efficiently, increasing the overall output of the organization.

Organizational Socialization Theory explains how an employee adjusts to the culture and atmosphere of a new workplace. AI-based onboarding systems can assist in providing a structured onboarding system, as well as offer ongoing communication and learning opportunities to develop an employee during their onboarding period. By utilizing the three theoretical perspectives, this study aids researchers in gaining a greater understanding of the potential of technological innovation to improve employee integration and organization effectiveness.

Practical Relevance

The practical relevance of this research is found in its ability to provide evidence for the influence use of assistive technology has on the employee's willingness to use technology, and therefore the influence of assistive technology on the speed at which employees become integrated into organizations; thereby, aiding HR professionals in making decisions about how to recruit new employees effectively.

Implications for the Research

This study reviewed the benefits of Artificial Intelligence (AI) to enhance the process of onboarding employees and improving an organization's ability to Perform. The study's results and conceptually based insights have several significant implications for research, management, and policy within organizations. These implications specifically indicate that AI-enhanced onboarding systems provide an opportunity for organizations to move away from traditional HR functions and create more effective and focused work environments that consider the needs of employees.

Theoretical Implications

The present study contributes to the increasing literature on the use of Artificial Intelligence in Human Resources. Existing HR theories are predicated upon the concept of human interaction within their training, learning, and organization design. However, the rapid advancement of digital technology has added new dimensions to HR practices. This study enhances existing theoretical discussions by providing evidence as to how AI-driven technology can enhance and support the employee onboarding process.

Additionally, the research provided a conceptual model that connects AI tools to effective onboarding, employee experience, and overall organizational effectiveness. This model integrates Technology Acceptance Theory, Human Capital Theory, and Organizational Socialization Theory. Through the combination of these perspectives, the study provides evidence that technological adoption impacts employee learning, participation, and integration into the

Organization. The results of this research will help HR practitioners with their onboarding programs and allow them to take advantage of the use of AI to enhance the onboarding experience for new employees.Some of the practical implications for managers and HR professionals of this research are that employers should leverage AI-driven technologies to automate aspects of the onboarding process, including verification of employee documents, registration of new employees and their scheduling for orientation, and tracking their progress. By minimizing the amount of time that HR departments spend on administrative/transactional tasks, they can devote more of their resources to strategic activities (e.g., employee engagement, developing talent, building culture) that will improve employee experience. Additionally, AI tools, such as chatbots and online learning platforms, can give new hires immediate access to information and offer support during the onboarding process. Finally, another managerial consideration is how well employees are supported throughout the onboarding process through timely, clear instruction, structured training modules, and frequent communication from their employer.

Implications for Policy

Organizations need to consider developing policies to ensure the responsible and effective use of AI technologies since these technologies offer numerous advantages to organizations. As part of policy development, organizations need to create guidelines for how to utilize digital systems in their HR processes; therefore, organizations need to develop their policies to outline how AI driven HR systems will collect, store and utilize employee data. Implementing AI technologies raises concerns about data privacy and identification of ethical issues with respect to their use. HR professionals are responsible for ensuring that AI driven HR systems are used to protect employee information and operate in an appropriate manner (i.e., transparently and equitably). Developing policies related to data protection and the ethical use of technology will help organizations develop a foundation of trust with their employees. Another implication related to the policies that organizations should develop is to provide guidance for training their employees to develop the skills needed to use AI driven HR systems (this is an area where additional resources are needed). To this end, organizations should provide training programs and initiatives to enhance their employees' digital literacy so they can better appreciate how technology can support their work and their learning.

Future Considerations

This study's results also have potential implications for the future of Human Resource Management. As more organisations adopt new technology, the usage of Artificial Intelligence in HR will continue to increase. Some examples of advanced technologies that may be included in future onboarding systems include Intelligent Virtual Assistants (IVAs), predictive analysis and immersive training systems. Future studies will also be able to measure the longitudinal effects of AI-based onboarding systems on employee retention, corporate culture and employee productivity. Researchers may examine how various industries use AI technologies in HR processes and how these technologies may affect both employee satisfaction and overall business performance. Also, future studies can evaluate the issues related to AI implementation in HR practices, which may include technology limitations, employee resistance to change and ethical issues related to AI use. Understanding these issues will help an organisation develop better strategies for implementing AI technology into HR practices.

The digital revolution has changed the way organisations use technology to manage their staff. One of these technologies that has had a significant impact on how people work is Artificial Intelligence (AI). AI has the potential to assist employers with improving employee productivity, making decisions more effectively, and changing the way that employers do HR/business processes. This paper investigated how an AI-driven approach to optimising the employee onboarding process can help improve employee experience and organisational performance, based on the experience of Softgel Healthcare Pvt. Ltd. The onboarding process is critical to the overall lifecycle of an employee because it is one of the first points where you can evaluate how well a new employee fits into the organisation. Most of the time, organisations use a manual approach to onboarding with very little use of electronic documents or bright ideas. Due to the limitations of the traditional onboarding process, the time and effort needed by HR professionals to complete it can negatively affect the efficiency of the onboarding experience and lead to decreased employee satisfaction during the early days of employment.AI-driven onboarding processes provide solutions to these issues. By implementing AI in their onboarding procedures, an organisation can now automate repetitive administrative tasks, provide personalised training materials, and facilitate ongoing communication between employees and HR professionals. By leveraging this technology with existing tools, such as chatbots, digital learning platforms, automated documentation, and HR measurement capabilities, organisations will be able to enhance the structure and efficiency of their current processes for onboarding new employees.

Overview of the Argument

The overall argument within this research is based on the premise that Artificial Intelligence (AI) has the potential to increase the efficiency and effectiveness of employee onboarding processes. The conceptual model presented within the literature review will illustrate the impact that AI-driven technologies have on onboarding effectiveness, and, by extension, employee satisfaction, engagement and productivity within an organization.

In the study, it is suggested that onboarding processes which are supported by AI-driven technologies aid employees in processing their job expectations and roles in a timely manner; understanding cultural norms within companies, and gaining confidence as employees. By providing employees with structured guidance and ongoing support throughout their onboarding experience, AI-enabled organizations will be able to turn new hires into productive employees quicker than they would have without AI.

This study also provides evidence that AI technology can relieve HR professional's administrative burden; thus allowing HR professionals to employ their time to support more strategic initiatives such as employee development and overall organizational planning. Therefore, AI-supported onboarding systems represent a more productive and employee- centric work environment.

Contribution of the Paper

This research contributes significantly to both academic and practical aspects of Human Resources (HR). From an academic perspective, the research provides evidence of AI's role and impact on HR management, as well as providing new areas for consideration within the field of Human Resources Management (HRM), particularly considering the expansion of technology. In addition, there are many practical implications of this study for HR professionals; primarily in HR professionals being able to make better strategic HRM decisions through the use of AI.

The Concepts Presented in this Research Paper Combines Theories of Technology Acceptance, Human Capital, and Organizational Socialization to Develop an Overall Understanding of the Influence of Technology Acceptance on the Employee Learning, Engagement, and Integration Processes of an Organization. In addition, this Study Provides HR Managers and Organizational Leaders with Important Practical Insights Related to Improving Onboarding Programs Through the Utilization of Digital Technologies to Enhance Employee Experience and Streamline HR Functions. Specifically, For Organizations such as Softgel Healthcare Pvt. Ltd., AI-based Onboarding Systems May Provide Benefits Such as Improved Communication with Employees, Decreased Time Required to

Onboard an Employee, and Increased Overall Productivity of the Workforce. Furthermore, this Study Addresses the Need to Balance Efficiency with the Human Element in Technology-Based Onboarding Programs. Although Many of the Tasks Associated with the Onboarding Process can be Automated Through AI-Based Technologies, The Role of Human Interaction is Critical to Creating Strong Relationships and A Positive Organizational Culture.

Limitations of the Conceptual Study

Because This Study is Conceptual in Nature, Many of the Insights Offered Through This Research Study into the Potential Benefits Associated with AI-Based Onboarding Programs Will Be Limited in Terms of Empirical Evidence.

New Directions for Future Research The rapid evolution of AI technology as applied to human resources has opened the door to considerable additional academic and practical exploration of the many possibilities available in terms of HR practices. This study examined how AI supports the improvement of the employee onboarding experience at Softgel Healthcare Pvt Ltd. Yet, there are numerous areas to be explored related to gaining an even more comprehensive understanding of how AI affects HR, and its impact on those practices.One such area of future research is the empirical validation of AI-assisted onboarding systems across different industries. This study focused on a singular representational example of an organization. Future studies could determine how AI-driven onboarding practices (AI-driven onboarding systems) differ in efficacy across other types of organizations (e.g., information technology, manufacturing, retail, and service) and determine if the observed benefits for employee onboarding seen in this study are consistent across the multiple organization types. A second area of focus for future research would be the long-term effects of AI-assisted onboarding on employee retention and employee performance. This study explored how to improve the employee onboarding experience using AI technology; yet, additional future longitudinal studies could relate to how AI-assisted onboarding has affected employee performance, job satisfaction, and retention over time. An additional area of research for the future is exploring the organizational and ethical matrices for adopting AI in HR processes; specifically, items such as Data Privacy, Transparency, Algorithmic Bias, and Employee

Trust/Confidence in the use of AI systems will require careful examination. Future research should evaluate how organizations can generate appropriate policies for responsibly utilizing AI technologies to support human resource management practices through the development of ethical frameworks.Another area for future research includes examining Employee Perceptions and Acceptance of AI-based onboarding systems; thus, by

understanding Employee responses to the use of AI technologies within the onboarding process, organizations will be better prepared to integrate the use of these systems into their organizational processes.

Finally, future research should focus on further developing advanced conceptual and analytical models that reflect the relationship between AI, Employee Experience, Organizational Culture, and Business Performance; these types of studies will enhance the overall theoretical framework of Digital Transformation as it pertains to HR management.

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